

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Document Processing Supervisor	Job Family: 2
General Classification: Professional	Job Grade: 20

Definition: To supervise Document Processing Technicians, oversee production and output of the Document Processing Center and assist departments in making the best use of services offered by the Center.

Distinguishing Characteristics: The Supervisor level recognizes positions that perform full, first-line supervisory responsibilities including planning, assigning and evaluating the work of subordinates and are responsible for a program area within a work unit or department.

This is a two-position classification due to a.m. and p.m. shifts.

Receives general direction from the Administrative Services Manager.

Exercises direct supervision over Document Processing Technicians I/II/III.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Recommend and assist in the implementation of unit goals and objectives; establish schedules and methods for document processing; implement policies and procedures.
2. Plan, prioritize, assign, supervise and review the work of staff involved in document processing.
3. Supervise a full shift in the Document Processing Center including participating in the selection of staff; working with employees to correct deficiencies; and evaluating employees.
4. Organize and oversee production and output of the Center; assist departments in making the best use of the services offered.
5. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
6. Coordinate work flow and assign work priorities for the shift in order to meet deadlines.

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7. Communicate with users regarding status of documents being processed and Technician questions about documents being processed.
8. Proofread documents processed, as necessary.
9. Determine proper format, grammar, spelling and punctuation for documents processed.
10. Provide and/or coordinate training for Document Processing Technicians and users.
11. Coordinate, review and assign all graphics work performed in-house and contracted to outside businesses.
12. Maintain daily computer logs; prepare computer reports on a monthly basis.
13. Maintain adequate level of office supplies.
14. Store and retain documents in the document processing system.
15. Periodically evaluate Center procedures, recommending changes as appropriate.
16. Transcribe, edit, proofread and revise routine as well as the most complex documents using various software packages on networked PC and Macintosh systems on an as-needed basis.
17. Build and maintain positive working relationships with coworkers, other City employees and public using principles of good customer service.
18. Perform related duties as assigned.

Minimum Qualifications:

Knowledge of: Basic mathematics; function and use of PC and Macintosh computers, with skills in various software packages; standard proofreading marks; principles of supervision, training and performance evaluation; English language, including grammar, punctuation and spelling.

Ability to: Organize, implement and direct complex and centralized document processing operations/activities; transcribe machine dictation at 35 words per minute; accurately type at 65 words per minute; use dictionaries, handbooks and other reference materials effectively; assign and review the work of others, includ-

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ing scheduling work of shift in order to meet deadlines; supervise, train and evaluate assigned staff; interpret and explain pertinent City and departmental policies and procedures; stay abreast of state-of-the-art technologies; establish and maintain effective working relationships with those contacted in the course of work; communicate clearly and concisely, both orally and in writing; work under tight time deadlines.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Three years of increasingly responsible document processing experience, including one year at a III level. Successful completion of a course in supervisory management is desirable. High school diploma supplemented by technical trade courses in office automation, computer networking and low-end computer-aided graphics.

Established January 1994

Revised October 2000

CLASS SPECS

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